

Glendale Water & Power  
141 North Glendale Ave., Level 2  
Glendale, CA 91206

# FROM THE SOURCE

## Glendale Water & Power News

Volume 16, Issue # 2  
September/October 2018

### IN THIS ISSUE:

- Utility Day
- Low-Income Discount
- Free Energy & Water Upgrades & Much more...

PRESORTED  
STANDARD  
U.S. POSTAGE  
**PAID**  
GLENDALE, CA 912  
PERMIT #1728

### ● GWP IS AWARDED FOR RELIABILITY!

We are honored to have received the Platinum Level Reliable Public Power Provider (RP3®) designation from the American Public Power Association (APPA) for providing reliable and safe electric services. The RP3® designation recognizes public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, workforce development, and system improvement. Out of 2,000 public power utilities nationwide, GWP became one of 254 utilities to earn the RP3® recognition, which lasts for three years.

“The prestigious RP3® designation indicates that our reliable service and safety standards meet high industry principles. We take pride in the work we do to power our community and are very pleased to get this recognition from the APPA,” said Stephen Zurn, General Manager of Glendale Water & Power.



To continue to be a reliable utility, GWP is currently in many neighborhoods throughout Glendale converting our infrastructure from 4kV to 12kV. This conversion project consists of the reconstruction and upgrade of our existing electrical system to a higher voltage in order to provide a more reliable delivery of power to our customers.

This higher voltage and new equipment, including the replacement of power poles and transformers, will increase capacity and efficiency by allowing more power to flow through the system, thereby increasing our ability to meet demand and decreasing the amount of energy loss we experience with the older less efficient system.

**We are proud to serve the Glendale community and proud to say you can count on us.**

### GLENDALE WATER & POWER OFFICE HOURS

Customer Service Hours: Monday – Thursday 8:30 a.m. - 5:00 p.m. Fridays: 8:30 a.m. - 4:30 p.m.  
Engineering Counter Hours Monday – Thursday 7:30 a.m. - 4:00 p.m. Fridays: 8:00 a.m. - 12:00 p.m.

Glendale Water & Power Commission Meetings: 1st Monday of each month at 4:00 p.m. Glendale City Council Chambers (except holidays)

### HOW TO REACH GWP:

#### ☎ Call us:

Customer Service & Billing – (855) 550-4497  
Report an outage or electric & water emergencies – (818) 548-2011  
Water Waster Hotline – (818) 550-4426  
Electric Engineering – (818) 548-3921  
Water Engineering – (818) 548-2062

#### ✉ E-mail us:

GWPcustomerservice@glendaleca.gov  
GWPconservation@glendaleca.gov  
Report a Broken Street Lamp or Trees in Power Lines by calling (818) 548-2011 or reporting it through the Contact Us link on [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com)

### HOW TO REACH CITY OF GLENDALE:

City's Website – [www.Glendaleca.gov](http://www.Glendaleca.gov)  
City Manager's Office – (818) 548-4844  
City Clerk – (818) 548-2090  
Neighborhood Services – (818) 548-3700  
Community Development – (818) 548-2140  
Economic Development – (818) 548-2005  
Glendale Police Dept. (non-emergency) – (818) 548-4840  
Community Services & Parks – (818) 548-2000  
Public Works – (818) 548-3900

If you want to opt out of receiving this newsletter, then sign-up for the electronic version at [www.glendaleca.gov/newsletters](http://www.glendaleca.gov/newsletters)  
Customers that have not signed up or have unsubscribed from the digital version of this newsletter will receive this hard copy.

### GET EMERGENCY ALERTS!



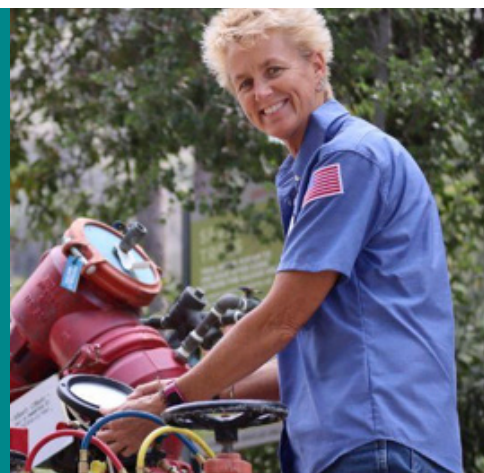
If we can't reach you, we can't alert you. Sign-up for City of Glendale's Emergency Alert Program. This system enables us to provide you with critical information quickly in a variety of situations, such as severe weather, unexpected road closures, emergency power outages, missing persons, and evacuations of buildings or neighborhoods.

You will receive time-sensitive messages wherever you specify, such as your home, mobile or business phone, email address, via text messages, and more. Sign up for emergency alerts at <http://bit.ly/2037YWM>

### THE 2017 WATER QUALITY REPORT IS AVAILABLE ONLINE

The 2017 Water Quality Report or Consumer Confidence Report (CCR) is now available online. The CCR is GWP's annual water quality report to inform customers about the quality of your drinking water, where it comes from, what it takes to deliver water to your home, and the importance of protecting drinking water sources.

The 2017 CCR is available electronically at [www.GlendaleCA.gov/waterqualityreports](http://www.GlendaleCA.gov/waterqualityreports)



# UTILITY DAY 2018



**Thursday, October 11, 2018**



**11:30 a.m. - 2:30 p.m.**



**800 Air Way, 91201**



Two tours of our plant and facilities

12:30 p.m. & 1:00 p.m.

Electric & water displays and booths

Free food and refreshments

While supplies last

Bucket truck rides and much more

*Free parking available on Flower St.*

**For more information call (818) 548-4828**

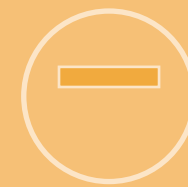
**[www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com)**



@COGWaterPower

**THE GWP SYSTEM INCLUDES**

**121,500**



**380 MILES  
OF WATER  
MAINS**

**ELECTRIC & WATER METERS**

**32 RESERVOIRS**

**14 SUBSTATIONS**

**587 MILES OF POWER LINES  
AND 14,788 POWER POLES**

## THROUGH OUR PROGRAMS WE:



Provided 240 shade trees through our Tree Power Program.



Distributed over 150,000 brochures about energy and water savings.



Educated over 1,500 6th graders through our Living Wise program to help them be stewards for conservation.



Provided over 1,100 incentives to promote the purchase of energy and water efficient appliances.



Provided over 12,208 leak alerts through our WaterSmart program saving over 14,485,000 gallons of water.

## OUR RESPONSIVE CUSTOMER SERVICE



Had 155,711 direct customer contacts over the telephone and in-office transactions.



More than 63% of our Municipal Bill Payments were received electronically.



Completed 47,877 customer service requests including new service, move-outs, payment extensions, and other customer initiated services.

## FOLLOW US!

Follow us to know more about what we do and how we serve our customers



[www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com)



MONITOR YOUR HOME'S ENERGY & WATER USAGE, AND RECEIVE A FREE SMART THERMOSTAT



With our In-Home Display and Thermostat program, we will give you the free tools to view your real-time electric and near-real time water usage, view conservation messages and alerts, and control your thermostat from anywhere! Sign up and see if you qualify for the free digital display and smart thermostat at [www.glendaleca.gov/Ceiva](http://www.glendaleca.gov/Ceiva) or call 1-855-550-4497.

MEASURE S

The Glendale Quality of Life and Essential Services Protection Measure, also known as Measure S, will ensure that an estimated \$30 million of new funding generated will be used locally. The Glendale City Council placed this measure on the ballot for voters to consider whether to enact a local sales tax of 3/4% to provide another source of revenue to meet rising costs. Measure S includes strict accountability and public oversight to verify that funds are spent efficiently, effectively, and as promised.

Adoption of Measure S will provide funding that could be used solely in Glendale for a variety of services, including but not limited to:

- Repairing and upgrading local streets, sidewalks, and transportation infrastructure.
- Providing affordable housing.
- Maintaining local parks, community centers, and open space.
- Retaining and preserving staffing levels to ensure that there are enough paramedics, firefighters, and police officers to quickly respond to 911 calls.
- Graffiti removal, landscaping, traffic congestion improvements, and other services to maintain clean, healthy, and safe neighborhoods.
- Supporting Glendale's sustainability efforts to create long-term economic, social, and environmental solutions.

For more information and FAQs, visit [www.GlendaleMeasureS.com](http://www.GlendaleMeasureS.com)

REBATES FOR ENERGY AND WATER EFFICIENT PRODUCTS

The GWP Smart Home Rebate Program offers rebates for water and energy efficient products and upgrades. Below are the eligible products:

PRODUCT	REBATE AMOUNT (purchased in Glendale / purchased outside of Glendale)
ENERGY STAR Clothes Washer	\$80 if purchased inside of Glendale \$60 if purchased outside of Glendale
ENERGY STAR Refrigerator	\$80 if purchased inside of Glendale \$60 if purchased outside of Glendale
ENERGY STAR Dishwasher	\$40 if purchased inside of Glendale \$30 if purchased outside of Glendale
ENERGY STAR Room Air Conditioner	\$60 if purchased inside of Glendale \$50 if purchased outside of Glendale
ENERGY STAR Central Air Conditioner	\$125 per ton if purchased inside of Glendale \$100 per ton if purchased outside of Glendale
ENERGY STAR Ceiling Fan	\$25 if purchased inside of Glendale \$15 if purchased outside of Glendale
Energy Star Pool Pump	\$125 if purchased inside of Glendale \$100 if purchased outside of Glendale
Whole House Fan	\$75 if purchased inside of Glendale \$50 if purchased outside of Glendale
Solar Attic Fan	\$125 if purchased inside of Glendale \$100 if purchased outside of Glendale
Premium High Efficiency Toilet (1.1 gallons per flush or less)	\$125 if purchased inside of Glendale \$100 if purchased outside of Glendale

Learn more and apply online at [www.glendalewaterandpower.com/rebates](http://www.glendalewaterandpower.com/rebates)

DO YOU HAVE A WATER LEAK?

Don't wait to receive your bill to see if you have a water leak on your property. Through the GWP WaterSmart Home Water Reports Program, you can log into the WaterInsight portal and see your hourly, daily, weekly or monthly water usage and check to see if you have any leaks. You can sign-up to receive leak alerts through e-mail and coming soon through texts. This is the same program that mails or e-mails Home Water Reports that show you how much water you are using and provide you with water conservation tips and information.

Visit <https://glendale.waterinsight.com> to register and see your home's water usage.

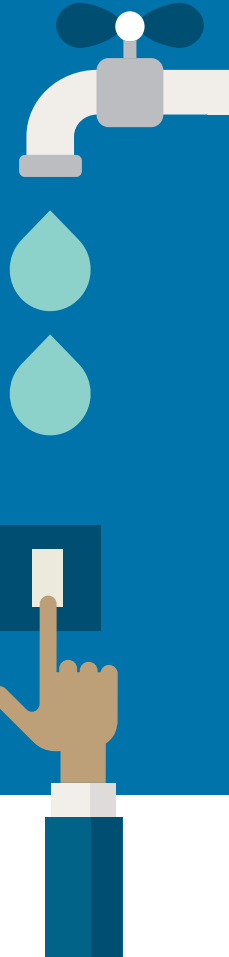


FREE Energy Saving Upgrades to Help Your Business Thrive

Cutting costs is a top priority for all small business owners and as a Glendale Water & Power small business customer you can receive up to \$2,000 in free energy saving upgrades.

Here's how the Smart Business Energy and Water Saving Upgrade Program works

1. Call our contractor RHA at **1-800-263-9313** to schedule an appointment for a free survey and a customized Energy Savings Report.
2. Review your report and choose the energy and water efficient upgrades that you would like us to install for **FREE**. Some items include:
  - ✓ **New Energy Efficient Lighting**
  - ✓ **Window Tinting**
  - ✓ **AC Tune-Ups**
  - ✓ **ENERGY STAR® Thermostat**
  - ✓ **Motion Sensors**
  - ✓ **Refrigerator Gaskets**

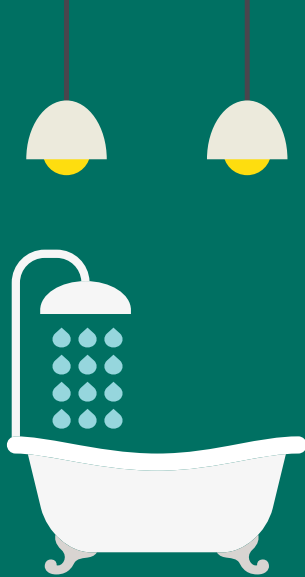


FREE Energy and Water Saving Upgrades For Your Home!

Make your home more energy and water efficient with GWP's new Smart Home Upgrade program. The Smart Home Upgrade program helps residential customers save energy and water through a home survey and the installation of energy and water saving devices. Renters and homeowners qualify for this free program.

This is how the Smart Home Upgrade Program works

1. Call our contractor RHA at **1-800-263-9313** to schedule an appointment for a free survey and a customized Energy & Water Savings Report.
2. Review your report and choose the energy and water efficient upgrades that you would like our certified contractors to install for **FREE**. Some items include:
  - ✓ **LED Screw-on Light Bulbs**
  - ✓ **LED Tubes**
  - ✓ **Outdoor LED Lights**
  - ✓ **Motion Sensors**
  - ✓ **Appliance Timers**
  - ✓ **Tier 2 Advanced Power Strips**
  - ✓ **Faucet Aerators**
  - ✓ **Dual Flushometer Retrofits**
  - ✓ **Shower Heads**
  - ✓ **Sprinkler Head Replacements**
  - ✓ **Irrigation Controller Programming**



HOW TO PAY YOUR GWP BILL

There are a number of methods you can use to pay your GWP bill. Take a look below and choose the best option that meets your needs.

PAY ONLINE OR DIRECT PAYMENT



Securely log-in to your account at [www.GlendaleCA.gov/gwpaccountlogin](http://www.GlendaleCA.gov/gwpaccountlogin) to pay your bill online.



Set up your account to automatically pay your bill by deducting it from your bank account. Fill out an application and return it to Customer Service or call (855) 550-4497 to sign up.

PAY BY MOBILE APP OR AT 7-ELEVEN



Make a payment through our free Mobile MyConnect App. Download it on the App Store or Google Play. Search for "GWP Mobile My Connect"



Pay your bill 24/7 at any 7-Eleven store for a small convenience fee of \$1.49 per transaction. Look for a barcode on the back of each bill.

PAY BY MAIL OR DROP OFF



Mail your payment in the envelope enclosed with each GWP bill. Or send your payment to City of Glendale, PO BOX 29099, Glendale, CA 91209-9099.



Drop off your payment at the main entrance at 141 N. Glendale Ave. or at the end of the driveway on Wilson Ave.

PAY IN PERSON OR BY PHONE



Make your payment in person at 141 N. Glendale Ave. Level 2 Glendale, CA 91206. Our office hours are Mon-Thur 8:30 a.m. to 5:00 p.m. and Friday 8:30 a.m. to 4:30 p.m.



Phone in your payment with your credit, debit card, or e-check. Make sure you have your account number handy and call 855-550-4497.

[WWW.GLENDALECA.GOV/GWPBILL](http://WWW.GLENDALECA.GOV/GWPBILL)

POWER CONTENT LABEL

Assembly Bill 162 (Statute of 2009) and Senate Bill 1305 (Statutes of 1997) require utilities to disclose information to consumers about the energy resources used to generate the electricity sold in the form of a Power Content Label created by the California Energy Commission. This label provides customers with reliable information about the electricity sources, enabling customers to easily compare the power content of one electric service product with that of others. The power content label is similar to a "nutrition label" for electricity.

Glendale Water & Power prides itself on maintaining a high level of renewables in its power mix, and for years we have surpassed many other utilities and the statewide average, by making smart investments in renewable energy. Glendale's current power mix is 37% renewable. Having a diverse renewable portfolio that includes a variety of renewable types and sources is ideal, since most renewable energy is intermittent and can fluctuate. The change from last year's portfolio is due to a variety of reasons, including a reduced snowpack in the north and northwest therefore limiting the hydroelectric opportunities from the Pacific northwest. We also saw our wind energy delivery drop by 9% due to decreasing wind patterns in the Rocky Mountain region. Our natural gas usage was also reduced due to the unreliability of the Grayson Power Plant and subsequent reduction in locally generated power.

We continue to look for sound investments in renewables and zero-carbon energy resources to power our city. In that regard, we are well on our way in meeting all State mandates, including having 60% renewables by 2030. We will accomplish this by continuing to make investments and improvements that will push us forward. With a repowered Grayson Power Plant creating more capacity on our transmission lines for the importing of renewable energy and the proposed Biogas Renewable Generation Project, GWP can greatly increase its renewable power mix with reliable and consistent sources including 100% renewable energy from the Biogas site at Scholl Canyon Landfill.

Version: July 2018

2017 POWER CONTENT LABEL		
City of Glendale		
ENERGY RESOURCES	Power Mix	2017 CA Power Mix**
Eligible Renewable	37%	29%
Biomass & biowaste	15%	2%
Geothermal	2%	4%
Eligible hydroelectric	3%	3%
Solar	<1%	10%
Wind	17%	10%
Coal	6%	4%
Large Hydroelectric	13%	15%
Natural Gas	27%	34%
Nuclear	7%	9%
Other	5%	<1%
Unspecified sources of power*	9%	9%
TOTAL	100%	100%
* "Unspecified sources of power" means electricity from transactions that are not traceable to specific generation sources.		
** Percentages are estimated annually by the California Energy Commission based on the electricity sold to California consumers during the identified year.		
City of Glendale		
For specific information about this electricity product, contact:	(855) 550-4497	
For general information about the Power Content Label, please visit:	<a href="http://www.energy.ca.gov/pcl/">http://www.energy.ca.gov/pcl/</a>	
For additional questions, please contact the California Energy Commission at:	844-454-2906	



# WATER FROM THE SOURCE

## ZEN AND THE SCIENCE OF GROUNDWATER CLEAN-UP

Glendale Water & Power is doing something amazing. By cleaning-up the groundwater in the San Fernando Basin, GWP is helping the past, providing for the present, and making the future a better place.

Looking back at what previous generations did to win World War II, the Cold War, and the Space Race is inspiring. Many of the industries and the people that made this happen were located here in the San Fernando Valley for most of the 20th Century. In some cases these substantial industrial efforts created residual waste that requires mitigation. That is what we are doing at GWP. Since the early 2000's, GWP has been operating the Glendale Water Treatment Plant (GWTP). The treatment plant is part of an EPA Superfund clean-up project called the Glendale Operable Unit. The GWTP extracts groundwater that has chemicals in it from the manufacturing industries that used to be in the San Fernando Valley, and cleans it up.

The GWTP provides about 25% of the water Glendale relies on. The treatment plant removes chemicals and metals using multiple state of the art treatment processes including

ion-exchange, air-stripping, and adsorption through a granular-activated carbon media. These processes, along with disinfection, improve the water quality so that it meets or exceeds all State and Federal drinking water standards. Operation of the GWTP is funded by those industries that potentially caused the contamination. Among other benefits this allows GWP to keep water rates low by enabling GWP to use our water rights in the San Fernando Basin to produce local water and reduce the amount of purchased imported water needed, benefitting today's residents and customers.

The wells that supply the GWTP are located to speed the clean-up of the groundwater. They draw the contaminants in and send them to the GWTP for removal. Overtime, all of the contaminants will be removed and future generations will no longer need to operate the treatment plant, benefitting everyone that will be using water from the San Fernando Basin in the future.

Helping the past, providing for the present, and improving the future is an amazing feat that GWP's team is accomplishing on a daily basis as Your Trusted Community Utility.

## NEW LANDSCAPE TRANSFORMATION PROGRAM

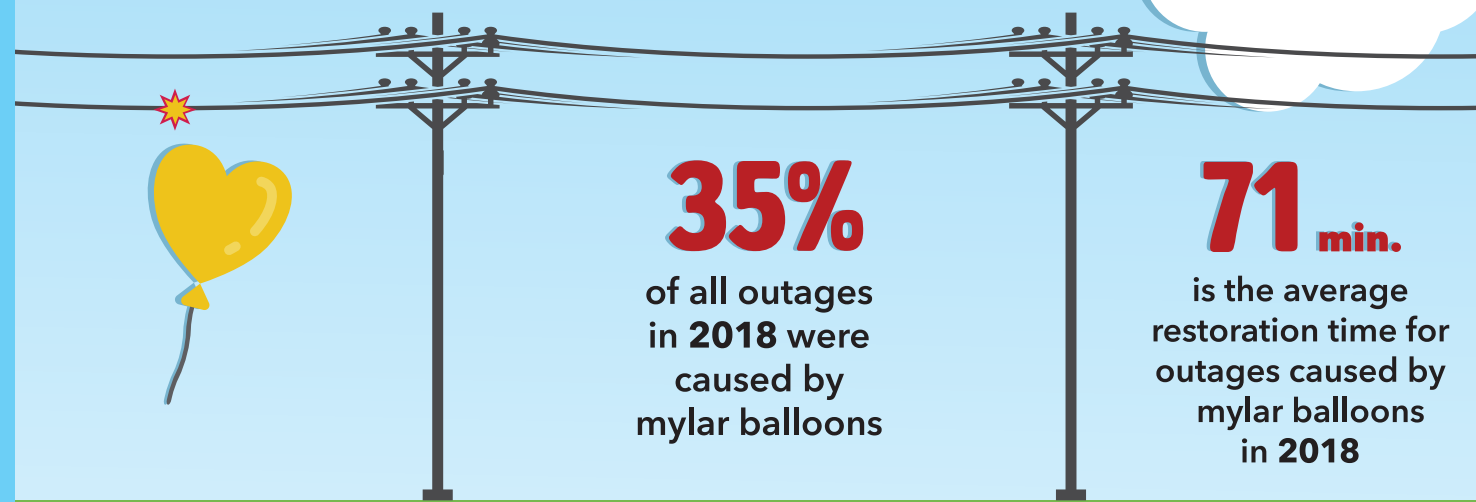
Outdoor landscaping consumes 60% of household water use. Replacing lawns with California native plants is a great way to cut water bills in half. The Metropolitan Water District of Southern California (MWD) launched a new Landscape Transformation Program which offers residents and businesses \$1 for every square foot of turf grass they replace with native plants and efficient irrigation. As a member agency of MWD, Glendale Water & Power encourages residents and businesses to take advantage of this program designed to promote sustainability and encourage a reduction in water use.

GWP customers must follow Glendale Zoning Code Ordinance for landscaping. To learn more,



<https://www.glendaleca.gov/government/departments/glendale-water-and-power/residential-customers/turf-replacement-program>  
Details about the new landscape program and all of MWD's rebates are available at [bewaterwise.com](http://bewaterwise.com). The site offers tips, educational materials, how-to videos, and classes on how to be more water efficient.

# MYLAR BALLOON OUTAGES IN GLENDALE



Data is as of July 26, 2018

## Mylar Balloon Safety

Imagine this: You're celebrating a birthday or attending a baby shower, or you are gathered with friends for a BBQ watching the game, and all of a sudden the power goes out, no lights, no music, no HVAC, no TV and no phone chargers! Now everyone is upset!

Someone, somewhere, let Mylar balloons go, either accidentally or thought it was the easiest way of getting rid of them. Those balloons eventually got caught in power lines, and caused the power outage that's causing you so much misery.

Outages like these are very common for all utilities, and in the last few months, Glendale residents have lost power several times due to Mylar balloons. 35% of all outages in 2018 were caused by Mylar balloons. Outages caused by balloons took an average of 71 minutes to be restored, and some took over four hours because of the damage they caused to the power lines and infrastructure.

By simply holding on to your balloons and not letting them fly away into the sky, or by disposing of them by cutting them and throwing them away, you can help prevent outages and not be in the dark.

## GWP's Low-Income Program Discount Increased to \$15

With the implementation of new electric rates, the Glendale City Council voted to increase Glendale Care, GWP's low-income discount program, from \$13 a month to \$15 a month. Eligible low-income customers can apply for Glendale Care by submitting an application and providing documentation of their low-income status. For program information and an application visit [www.glendaleca.gov/glendale-care](http://www.glendaleca.gov/glendale-care), or call 855-550-4497

## SAVING ENERGY HELPS EVERYONE

Saving energy helps you save money and helps us prevent outages especially on extremely hot days. Below are some tips to help you conserve energy and lessen the strain on the power grid.

- Set your home's thermostat to 78 degrees. This helps keep your home cool while your AC runs efficiently. If you leave your home, set the thermostat to 81 degrees, keeping in mind the safety of family and pets.
- Use major appliances like washers, dryers, and dishwashers after 9:00 p.m. This prevents heat buildup in your home during the day and helps us reduce our peak load during peak hours to prevent power outages.
- Use a programmable thermostat to automatically adjust your AC. Get a free thermostat through our In Home Display Program and you can control the thermostat from your phone! Call 855-550-4497 for more info.
- Use a ceiling fan instead of your AC whenever possible.
- Cook outdoors if possible to keep the heat out of your home.



- Consider replacing old appliances with new, Energy Star rated ones. These will help you save significantly on your bill and may qualify you for a rebate.
- Close shades and curtains to keep the sun's heat out.
- Wash full loads when you do laundry or use the dishwasher.
- Air-dry your clothes and dishes.
- Turn off lights in unused rooms.
- Unplug phone chargers and appliances with digital clocks.

For more tips visit [www.GlendaleWaterAndPower.com](http://www.GlendaleWaterAndPower.com)

## GUARDIAN PROGRAM

Does someone in your home use prescribed medical electrical equipment? If so, you may be eligible to receive a discount on your electric bill through our Guardian program. Some of the prescribed medical equipment that qualify are:

- Apnea Monitors
- Kidney Dialysis
- Motorized Wheelchairs
- Nebulizers
- Oxygen Concentrators
- CPAP/BiPAP

Customers with special, medically prescribed electric heat or air conditioning needs may also be eligible for the program on a case by case basis. Discounts will vary depending on the type of equipment used.

Visit <https://www.glendaleca.gov/guardian-medical-equipment-discounts> for more information or call 855-550-4497.



## Our Mobile App is The Fastest and Easiest Way to Manage Your Account and Your Usage

It's like having our Customer Service Department at your fingertips. GWP Mobile My Connect will help you with:

- Viewing current and past bills
- Paying bills
- Setting budget goals
- Submitting service requests
- Reporting outages
- Sending us direct messages
- Viewing your electric and water usage
- Obtaining electric vehicle or solar panel usage information

Get the free app now at the App. Store, or Google Play. Search for "GWP Mobile My Connect" and look for the icon below.

